

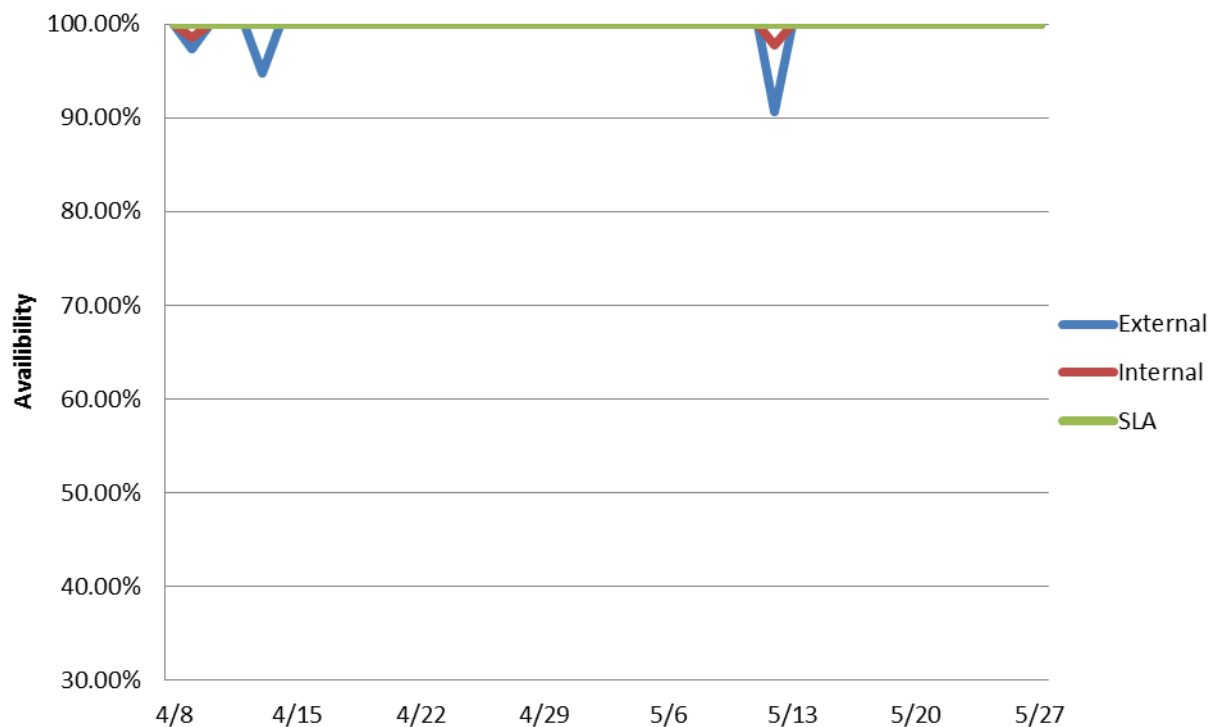
# **Full Service Performance Metrics**

06/02/2016

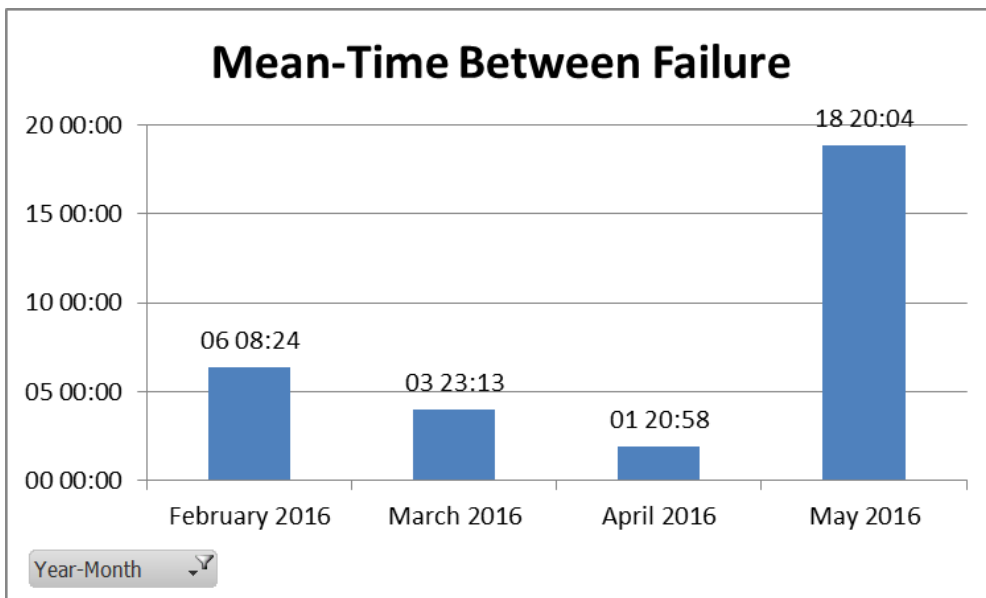
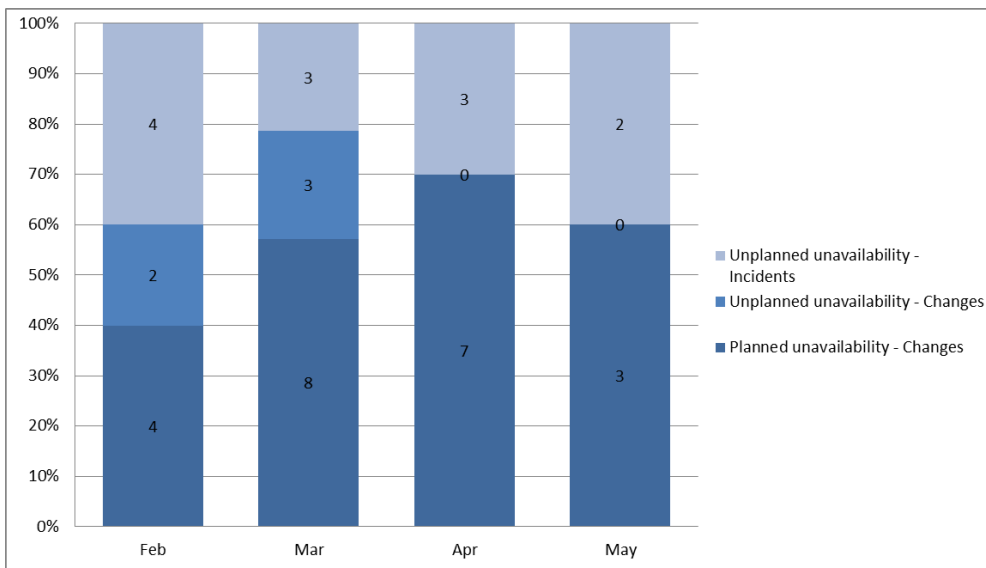
- **System Availability Metrics**
  - 8 week trend
  - KPIs requested by the work group
- **Performance Metrics - Full Mailing Life Cycle**
  - eDoc processing
  - MicroStrategy Reports
  - Full Service Feedback timing
- **Appendix**
  - Detailed Performance Metrics

*Percentage of actual uptime relative to the total planned uptime.*

## PostalOne! - 8 Week Trend



- PO! reported 97.99% availability due to an outage Saturday April 09 from on Apr 9th from 3:47 pm until 4:17 pm ct. due to a PO! Internal monitor that had an outage No CI was created and no explanation was provided.
- 4/13 PostalOne! reported 97.40% availability due to intermittent outages from 2:00 PM through 3:16 PM due to CI INC000001302288 DMS, working with ORACLE and the PostalOne! application team, set the ORACLE feature (Adaptive SQL Re-optimization) to a setting of "Off." This coupled with the bouncing of the application servers resolved the issue. The CI was resolved at 3:48 PM CT after all ESM alarms had cleared. The team returned to monitoring the application for further issues
- 5/12 FAST reported 97.16% availability due to outage from 1:13 PM thru 3:30 PM CI INC000001385747 was opened, PostalOne! experienced a database outage which impacted internal and external user's ability to log into the application. Initial cause of the issue is believed to be related to a storage rebalancing task related to PostalOne storage migration to VMAX3 storage frame . FAST and CAPS also affected.



## Outages / Availability:

- [% of outage due to changes \(planned unavailability\)](#) Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours.
- [% of unplanned outage/unavailability due to changes](#) Percentage of unplanned outage (unavailability) due to the implementation of changes into the infrastructure. Unplanned means that the outage (or part of the outage) was not planned before implementation of the change.
- [% of outage due to incidents \(unplanned unavailability\)](#) Percentage of outage (unavailability) due to incidents in the IT environment, relative to the service hours.
- [Mean-time between failure \(MTBF\)](#) The average time between critical incidents over a given period, i.e. the average time the application will function before failing.

### Mail.dat eDoc First Class Postage Statement Processing Time

Week ending 05/29/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	99.93%	100.00%	97.01%	30.43%	0.00%
<b>Total Job Count</b>	30341	646	67	23	1
<b>Jobs Not Meeting SLA</b>	22	0	2	16	1
<b>PS Generation Average Time (HH:MM:SS)</b>	0:01:58	0:03:09	0:42:11	3:49:55	4:27:41
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:00	0:01:09	0:08:20	1:11:25	4:27:41
<b>PS Generation Max Time (HH:MM:SS)</b>	9:14:08	0:17:12	10:50:57	13:35:50	4:27:41

***Mail.dat End to End Processing Time** includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

### Mail.dat eDoc Periodicals Postage Statement Processing Time

Week ending 05/29/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	99.98%	100.00%	100.00%	-	-
<b>Total Job Count</b>	4138	132	17	0	0
<b>Jobs Not Meeting SLA</b>	1	0	0	0	0
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:38	0:05:24	0:12:13	0:00:00	0:00:00
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:34	0:01:09	0:04:14	0:00:00	0:00:00
<b>PS Generation Max Time (HH:MM:SS)</b>	4:43:27	1:17:43	0:54:33	0:00:00	0:00:00

*Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

### Mail.dat eDoc Standard Mail Postage Statement Processing Time

Week ending 05/29/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	99.86%	99.69%	99.50%	100.00%	50.00%
<b>Total Job Count</b>	31789	953	202	16	2
<b>Jobs Not Meeting SLA</b>	46	3	1	0	1
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:57	0:05:56	0:20:26	0:54:54	5:33:38
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:00	0:00:58	0:03:34	0:14:50	1:51:54
<b>PS Generation Max Time (HH:MM:SS)</b>	17:38:51	4:52:14	9:33:24	1:36:51	9:15:21

**Mail.dat End to End Processing Time** includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

### Mail.dat eDoc Package Services Postage Statement Processing Time

Week ending 05/29/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	99.87%	100.00%	100.00%	-	-
<b>Total Job Count</b>	753	9	3	0	0
<b>Jobs Not Meeting SLA</b>	1	0	0	0	0
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:13	0:03:30	0:20:41	0:00:00	0:00:00
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:37	0:01:26	0:07:28	0:00:00	0:00:00
<b>PS Generation Max Time (HH:MM:SS)</b>	5:47:35	0:05:27	0:32:29	0:00:00	0:00:00

*Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*



### Mail.dat eDoc Mixed Class Postage Statement Processing Time

Week ending 05/29/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	99.68%	99.03%	100.00%	100.00%	0.00%
<b>Total Job Count</b>	2791	308	55	9	1
<b>Jobs Not Meeting SLA</b>	9	3	0	0	1
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:51	0:06:32	0:17:07	0:45:17	2:20:27
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:19	0:01:00	0:03:27	0:15:52	2:20:27
<b>PS Generation Max Time (HH:MM:SS)</b>	9:15:05	2:31:07	1:11:38	1:42:39	2:20:27

**Mail.dat End to End Processing Time** includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

### Mail.xml eDoc End-to-End Processing Time

Week ending 05/29/2016	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement	Periodical Statement
<b>SLA</b>	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes	Under 1 minute
<b>% of Messages that met SLA</b>	88.10%	98.90%	99.68%	98.53%	99.56%
<b>Total Message Count</b>	10,185	10,318	11,378	7,693	1,362
<b>Messages Not Meeting SLA</b>	1,212	114	36	113	6
<b>Average E2E Processing Time (HH:MM:SS)</b>	0:08:21	0:00:46	0:00:27	0:00:48	0:00:31
<b>Min E2E Processing Time (HH:MM:SS)</b>	0:00:02	0:00:03	0:00:48	0:00:11	0:00:11
<b>Max E2E Processing Time (HH:MM:SS)</b>	12:11:47	4:26:45	1:05:14	1:08:29	0:21:59

# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
3372	3368	217	48	52.75	3151	125	92	4

### MicroStrategy Report Performance 03/22 - 04/04



**Updated metrics will be updated as soon as Enterprise Manager Reporting is working.**

*-Metrics exclude user reports and scheduled reports*

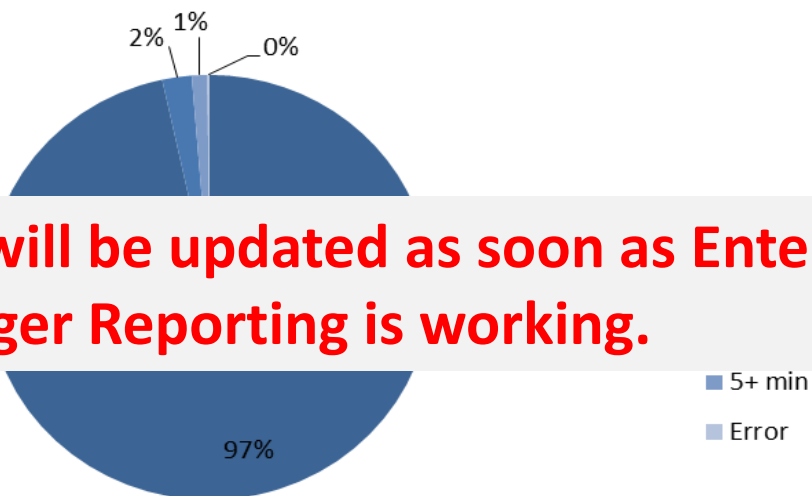
*-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)*

To run reports more efficiently, users can:

- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
3868	3863	750	30	59.88	3736	83	44	5

### MicroStrategy Dashboard Performance 03/22- 04/04



**Updated metrics will be updated as soon as Enterprise Manager Reporting is working.**

*-Metrics exclude user reports and scheduled reports*

*-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)*

To run reports more efficiently, users can:

- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

# Performance of Full Mailing Life Cycle

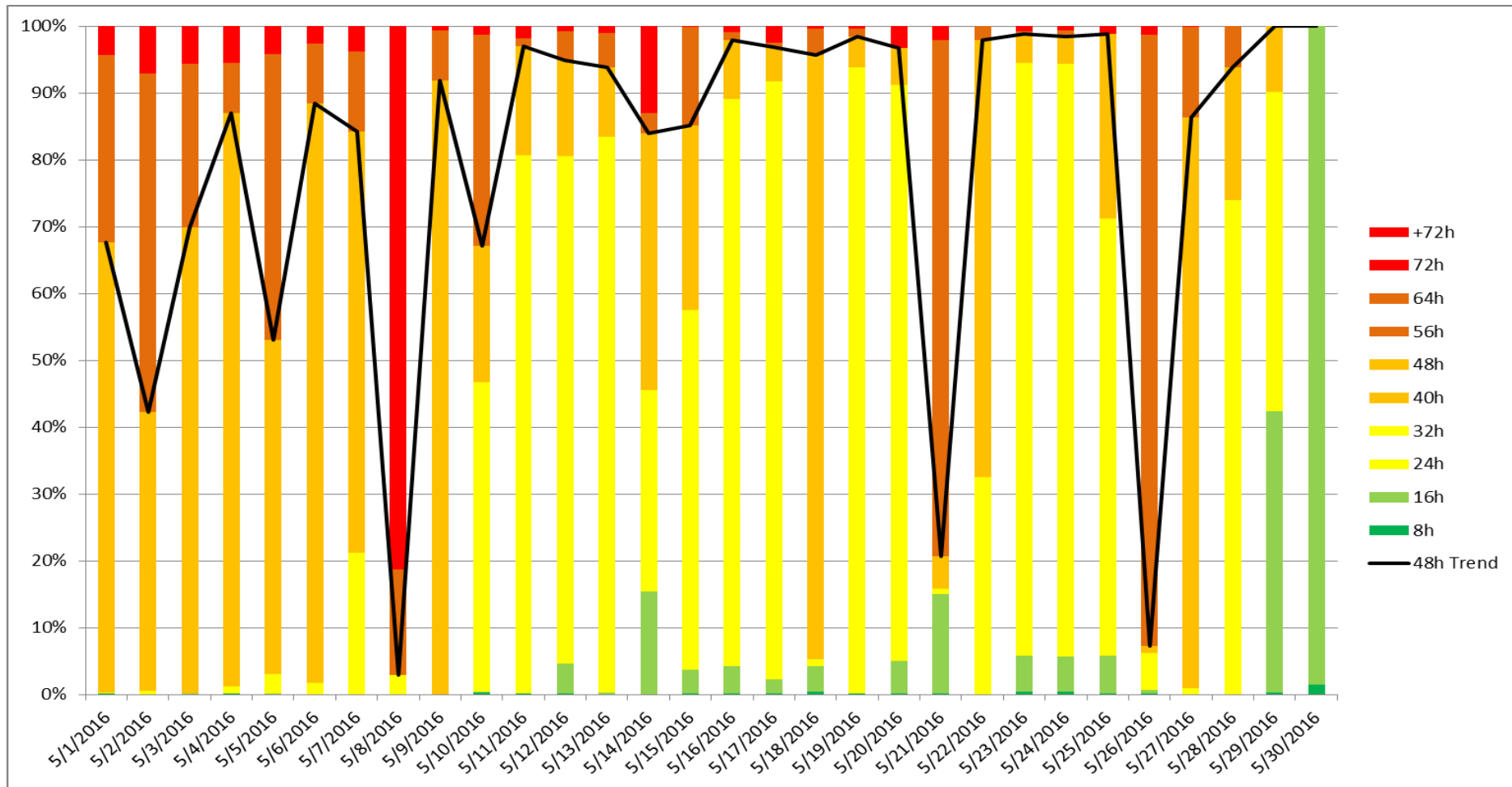
## MicroStrategy Reporting

Report Category	Report Name	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% Success 0-1 min	# Success 1-5 min	% Success 1-5 min	# Success 5+ min	% Success 5+ min
Mailer Scorecard	Mailer Scorecard	2924	40.39%	595	2920	99.86%	16	371	2872	98.22%	45	1.54%	3	0.10%
Mailer Scorecard	Mailer Scorecard Export	1238	17.10%	99	1238	100.00%	7	89	1236	99.84%	2	0.16%	0	0.00%
Mailer Scorecard	Mailer Owner Scorecard	834	11.52%	302	834	100.00%	7	224	828	99.28%	6	0.72%	0	0.00%
Mailer Scorecard	Mail Owner Scorecard Export	412	5.69%	49	412	100.00%	2	8	412	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (eDoc Submitter)	171	2.36%	15	171	100.00%	17	155	158	92.40%	13	7.60%	0	0.00%
Mail Preparation Quality	Address Quality Report	167	2.31%	16	167	100.00%	15	100	159	95.21%	8	4.79%	0	0.00%
Mail Quality	Undocumented Bookend Report (External)	148	2.04%	23	148	100.00%	6	30	148	100.00%	0	0.00%	0	0.00%
	Postage Assessment Summary Report (eDoc Submitter) - Informational Only	112	1.55%	9	112	100.00%	42	180	90	80.36%	22	19.64%	0	0.00%
Mail Quality	Undocumented Summary Report	110	1.52%	19	110	100.00%	79	691	94	85.45%	4	3.64%	12	10.91%
eMIR	Aggregate Report	100	1.38%	4	100	100.00%	11	84	98	98.00%	2	2.00%	0	0.00%
Mail Quality	Full-Service Percentage by Permit Report	92	1.27%	12	92	100.00%	7	15	92	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (Mail Owner & Preparer )	92	1.27%	12	92	100.00%	74	280	57	61.96%	35	38.04%	0	0.00%
Mail Quality	Undocumented Report by Scan Facility	72	0.99%	16	70	97.22%	2	20	70	97.22%	0	0.00%	0	0.00%
Mail Quality	Undocumented Detailed Report	54	0.75%	14	52	96.30%	18	123	46	85.19%	6	11.11%	0	0.00%
Mail Quality	Mail Quality Summary Report (eDoc Submitter)	52	0.72%	2	52	100.00%	1173	3165	24	46.15%	0	0.00%	28	53.85%
eInduction	eInduction Mailer Summary Report	45	0.62%	4	45	100.00%	10	29	45	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	42	0.58%	5	42	100.00%	40	141	32	76.19%	10	23.81%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	40	0.55%	2	40	100.00%	10	12	40	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report	36	0.50%	6	36	100.00%	19	46	36	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Owner)	35	0.48%	6	34	97.14%	44	685	33	94.29%	0	0.00%	1	2.86%
Mail Quality														0.00%
Mail Quality														14.29%
eInduction														0.00%
Mail Quality														10.71%
STC														0.00%
Mail Preparation Quali														100.00%
														100.00%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Preparer)	24	0.33%	9	24	100.00%	1354	3389	0	0.00%	1	4.17%	23	95.83%
eMIR	Problem Type Distribution Report	24	0.33%	1	24	100.00%	8	11	24	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Report	24	0.33%	1	24	100.00%	54	60	22	91.67%	2	8.33%	0	0.00%
eMIR	Date Distribution Report	24	0.33%	1	24	100.00%	6	19	24	100.00%	0	0.00%	0	0.00%
	MID Usage Report	18	0.25%	7	18	100.00%	3	8	18	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Preparation and Data Quality Dashboard	18	0.25%	3	18	100.00%	1290	3593	0	0.00%	4	22.22%	14	77.78%
Mail Quality	Mail Quality Job Error Type Report (Mail Owner & Preparer)	18	0.25%	3	18	100.00%	8	27	18	100.00%	0	0.00%	0	0.00%
General/Help	User Guides	16	0.22%	5	16	100.00%	1	2	16	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	16	0.22%	3	16	100.00%	2	3	16	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	12	0.17%	6	12	100.00%	15	24	12	100.00%	0	0.00%	0	0.00%
	IMBA Transaction Report - EXT	10	0.14%	4	10	100.00%	3	10	10	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report (External)	10	0.14%	3	10	100.00%	11	13	10	100.00%	0	0.00%	0	0.00%
eMIR	List of Issues Report	8	0.11%	3	8	100.00%	11	18	8	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Job Summary Report (External)	8	0.11%	3	8	100.00%	0	1	8	100.00%	0	0.00%	0	0.00%
STC	STC Container Level Drill	6	0.08%	2	6	100.00%	56	163	4	66.67%	2	33.33%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (eDoc Submitter)	6	0.08%	1	6	100.00%	6	6	6	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Errors by Transportation Carrier	6	0.08%	3	6	100.00%	2	3	6	100.00%	0	0.00%	0	0.00%
General/Help	Error Code and Description Guide	5	0.07%	2	5	100.00%	1	1	5	100.00%	0	0.00%	0	0.00%
STC	STC Yield Reporting Dashboard	5	0.07%	4	5	100.00%	71	107	1	20.00%	4	80.00%	0	0.00%
STC	STC Mailing Group Drill Report	4	0.06%	1	4	100.00%	1	2	4	100.00%	0	0.00%	0	0.00%
STC	STC Mailing Group Exclusion Reason Drill	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
STC	STC Detail Report by Exclusion Reason	2	0.03%	1	2	100.00%	43	43	2	100.00%	0	0.00%	0	0.00%
STC	STC Detail Report by eDoc Submitter	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
eMIR	Container Type Distribution Report	2	0.03%	1	2	100.00%	0	0	2	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Mailer Exception Report	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
	Postage Assessment Job Report - Informational Only	2	0.03%	1	2	100.00%	11	11	2	100.00%	0	0.00%	0	0.00%
eInduction	Site Performance Report	2	0.03%	1	2	100.00%	238	238	0	0.00%	2	100.00%	0	0.00%
Total		7240												

**Updated metrics will be updated as soon as Enterprise Manager Reporting is working.**

# Performance of Full Mailing Life Cycle

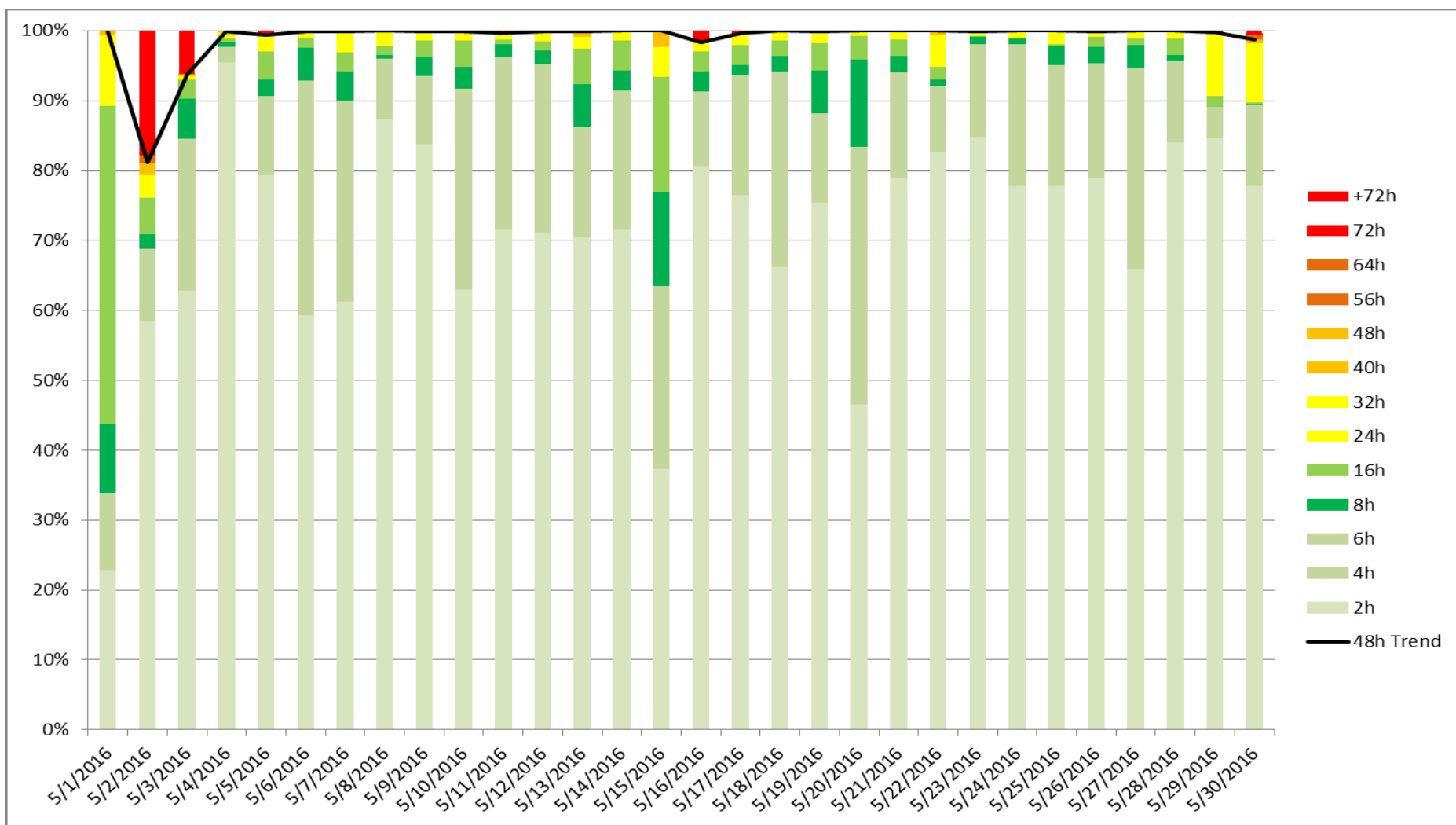
## Full Service Feedback – Mail Data Quality



- INC000001342926 - MDQ did not meet the 48h SLA from 5/1 - 5/8 due to process running long.
- INC000001375057 - MDQ did not meet the 48h SLA on 5/10 due to process running long.
- INC000001411283 - MDQ did not meet the 48h SLA on 5/21 due to a update count process failure.
- INC000001428396 - MDQ did not meet the 48h SLA from 5/26-5/27 due to a process contention.

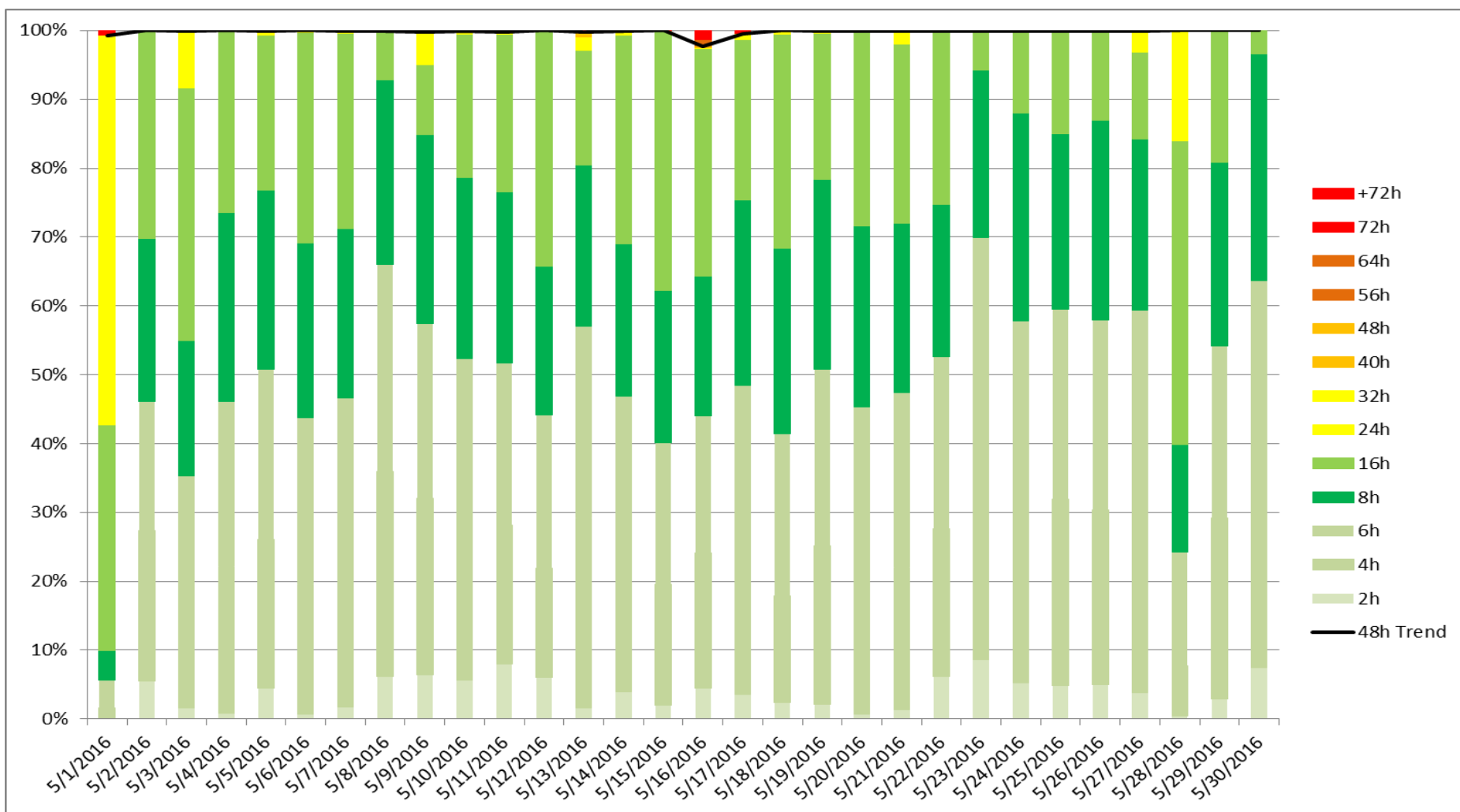
# Performance of Full Mailing Life Cycle

## Full Service Feedback – Container Scans



# Performance of Full Mailing Life Cycle

## Full Service Feedback – Tray Scans

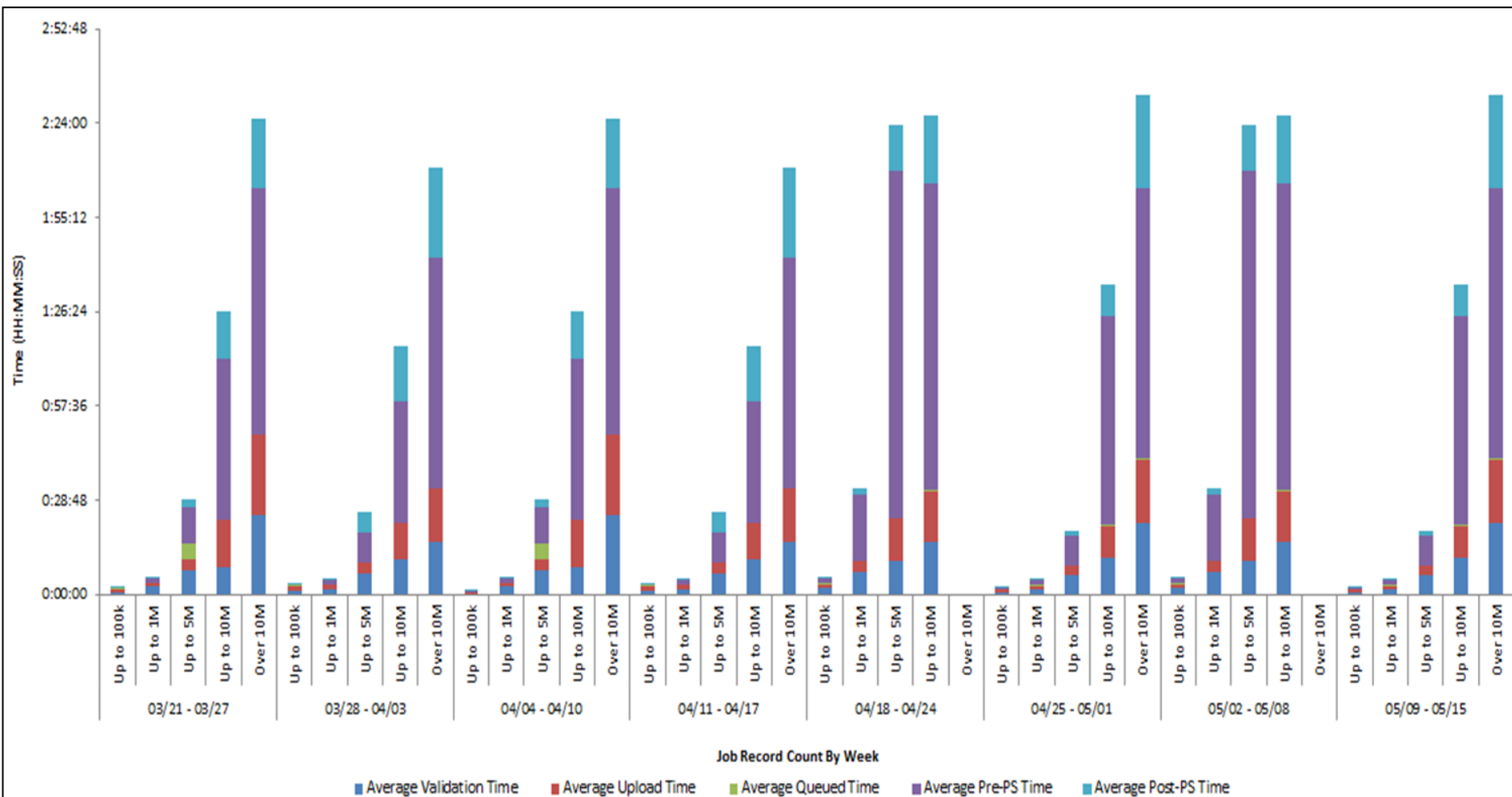




## **APPENDIX**

### Detailed Performance Metrics

## Average End-to-End Time by Job Record Count



## Number of Mail.dat Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	04/04 - 04/10	04/11 - 04/17	04/04 - 04/10	04/11 - 04/17	04/18 - 04/24	04/25 - 05/01	05/02 - 05/08	05/09 - 05/15		
0:00:00 to 0:04:59	62,486	36,871	54,476	54,641	63,976	38,333	64,242	33,499	408,524	87.34%
0:05:00 to 0:09:59	2,720	3,660	4,021	4,021	3,045	1,461	3,098	1,863	23,889	92.45%
0:10:00 to 0:29:59	1,601	2,092	4,743	4,743	1,912	765	3,140	2,537	21,533	97.05%
0:30:00 to 0:59:59	179	167	5,146	5,146	259	51	1,316	144	12,408	99.71%
1:00:00 to 1:59:59	35	143	347	347	113	20	54	39	1,098	99.94%
2:00:00 to 3:59:59	5	14	33	33	39	8	22	14	168	99.98%
4:00:00 to 7:59:59	1	1	13	13	11	2	12	11	64	99.99%
8:00:00 to 11:59:59	0	0	4	4	0	0	2	2	12	99.99%
12:00:00 to 23:59:59	24	0	0	0	0	1	3	0	28	100.00%
24:00:00 +	0	0	2	2	2	1	1	0	8	100.00%
Total Jobs	67,051	42,948	68,785	68,950	69,357	40,642	71,890	38,109	467,732	100.00%
Total Records	2,929,975,358	3,023,375,772	3,173,442,358	3,159,752,723	3,032,997,030	3,010,066,954	3,112,971,897	2,888,134,390	24,330,716,482	

## Number of Mail.xml PostageStatementCreateRequest messages per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs
	03/21 - 03/27	03/28 - 04/03	04/04 - 04/10	04/11 - 04/17	04/18 - 04/24	04/25 - 05/01	05/02 - 05/08	05/09 - 05/15	
0:00:00 to 0:00:29	6,779	2,119	3,104	586	316	608	163	123	13,798
0:00:30 to 0:00:59	285	5,667	3,966	7,065	7,509	7,453	7,943	7,304	47,192
0:01:00 to 0:01:29	23	198	182	768	102	178	168	327	1,946
0:01:30 to 0:01:59	9	35	138	154	16	39	49	41	481
0:02:00 to 0:02:29	10	15	186	56	17	13	45	26	368
0:02:30 to 0:02:59	6	11	119	30	11	6	34	14	231
0:03:00 to 0:03:29	4	14	81	25	10	7	33	15	189
0:03:30 to 0:03:59	7	6	35	28	9	7	17	8	117
0:04:00 to 0:04:29	6	5	8	28	8	6	16	9	86
0:04:30 to 0:04:59	2	5	8	11	4	6	16	8	60
0:05:00+	100	72	101	195	67	29	64	71	699
Total Jobs	7,231	8,147	7,928	8,946	8,069	8,352	8,548	7,946	65,167

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
6-May	Up to 1M	2:00:00	31624A03	0:01:37	0:00:36	0:00:02	21:48:41	0:00:57	21:50:56	IWCO DIRECT/HAMBURG
6-May	Up to 100k	2:00:00	31651A12	0:04:05	0:00:33	0:00:09	2:04:41	0:00:00	2:09:28	IWCO DIRECT/HAMBURG
7-May	Up to 100k	2:00:00	31601B19	0:00:28	0:00:31	0:00:10	2:35:51	0:00:00	2:37:00	IWCO DIRECT/HAMBURG
7-May	Up to 1M	2:00:00	31475D46	0:01:35	0:00:39	0:00:12	14:30:43	0:00:52	14:33:09	IWCO DIRECT/HAMBURG
3-May	Over 10M	2:00:00	PDFW1722	0:10:10	0:28:21	0:00:09	4:21:45	0:39:39	5:00:25	PB PRESORT SERVICES INC - DFW
3-May	Up to 10M	2:00:00	PIND2145	0:05:30	0:15:43	0:00:08	2:43:55	0:12:37	3:05:16	PB PRESORT SERVICES INC - IND
3-May	Up to 10M	2:00:00	PDSM7965	0:06:52	0:35:14	0:00:06	1:34:52	0:17:39	2:17:04	PB PRESORT SERVICES INC- DSM
3-May	Over 10M	2:00:00	PPSC2424	0:21:16	0:10:15	0:00:02	1:48:50	0:36:59	2:20:23	PB PRESORT SERVICES INC - PSC
3-May	Up to 10M	2:00:00	PRDG9087	0:06:21	0:20:07	0:00:10	1:47:10	0:12:18	2:13:48	PB PRESORT SERVICES INC - RDG
7-May	Up to 1M	2:00:00	31652A01	0:01:49	0:00:43	0:00:02	17:23:10	0:00:51	17:25:44	IWCO DIRECT/HAMBURG
4-May	Up to 10M	2:00:00	PDFW1728	0:07:50	0:16:27	0:00:04	3:15:54	0:41:33	3:40:15	PB PRESORT SERVICES INC - DFW
4-May	Up to 10M	2:00:00	PIND2146	0:05:48	0:16:39	0:00:05	3:03:56	0:17:49	3:26:28	PB PRESORT SERVICES INC - IND
4-May	Up to 10M	2:00:00	PRDG9090	0:07:59	0:24:31	0:00:10	2:45:26	0:15:15	3:18:06	PB PRESORT SERVICES INC - RDG

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
7-May	Up to 100k	2:00:00	63501002	0:00:50	0:00:32	##### ####	2:16:02	0:00:36	2:17:23	ALANIZMETROGROUP
4-May	Over 10M	2:00:00	QG8C2H02	0:21:26	0:24:24	0:00:12	2:48:58	0:27:21	3:35:00	QUAD/GRAPHICS-SUSSEX
5-May	Up to 10M	2:00:00	PDFW1733	0:08:48	0:20:01	0:00:11	3:59:15	0:32:03	4:28:15	PB PRESORT SERVICES INC - DFW
5-May	Up to 10M	2:00:00	PIND2147	0:06:12	0:17:32	0:00:03	3:31:25	0:18:58	3:55:12	PB PRESORT SERVICES INC - IND
5-May	Up to 10M	2:00:00	PRDG9093	0:06:44	0:22:36	0:00:06	2:44:25	0:14:48	3:13:51	PB PRESORT SERVICES INC - RDG
6-May	Up to 100k	2:00:00	J040816A	0:01:40	0:00:36	0:00:05	2:40:14	0:00:00	2:42:35	JETSON SPECIALTY MARKETING SERVICES
6-May	Up to 5M	2:00:00	FS312307	0:05:52	0:02:30	0:00:05	2:10:53	0:00:00	2:19:20	DIRECT MAIL SOLUTIONS
6-May	Up to 5M	2:00:00	PAWP6505	0:01:23	0:00:45	0:00:11	2:06:36	0:00:00	2:08:55	Pii
6-May	Up to 10M	2:00:00	PDFW1737	0:06:07	0:20:04	0:01:37	10:34:14	0:00:00	11:02:02	PB PRESORT SERVICES INC - DFW
6-May	Up to 10M	2:00:00	PDSM7974	0:05:02	0:16:25	0:17:52	1:36:16	0:14:18	2:15:35	PB PRESORT SERVICES INC- DSM
6-May	Up to 10M	2:00:00	PIND2148	0:06:00	0:17:06	0:16:52	5:42:21	0:00:00	6:22:19	PB PRESORT SERVICES INC - IND
6-May	Up to 5M	2:00:00	5323300T	0:11:10	0:02:37	0:00:02	3:47:48	0:00:00	4:01:37	ACCESS DIRECT SYSTEMS, INC
6-May	Up to 1M	2:00:00	5078306A	0:02:20	0:00:38	0:00:05	2:00:41	0:00:00	2:03:44	RR DONNELLEY - CLINTON

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
6-May	Up to 10M	2:00:00	PRDG9098	0:07:11	0:23:43	0:00:02	2:53:15	0:17:44	3:24:11	PB PRESORT SERVICES INC - RDG
6-May	Up to 5M	2:00:00	C050716A	0:11:32	0:01:20	0:00:07	45:05:34	0:00:00	45:18:33	IWCO DIRECT/HAMBURG
7-May	Up to 10M	2:00:00	PDFW1743	0:06:34	0:19:48	0:00:08	8:23:26	0:00:00	8:49:56	PB PRESORT SERVICES INC - DFW
7-May	Up to 10M	2:00:00	PIND2149	0:06:05	0:13:30	0:00:02	3:23:55	0:14:10	3:43:32	PB PRESORT SERVICES INC - IND
7-May	Up to 10M	2:00:00	PRDG9100	0:06:33	0:18:51	0:00:10	3:13:37	0:16:23	3:39:11	PB PRESORT SERVICES INC - RDG
7-May	Up to 100k	2:00:00	00090239	0:00:09	0:00:32	0:00:08	5:08:24	0:00:07	5:09:13	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090241	0:00:05	0:00:31	0:00:09	5:01:17	0:00:02	5:02:02	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090183	0:00:05	0:00:31	0:00:09	5:27:36	0:00:00	5:28:21	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090219	0:00:03	0:00:31	0:00:01	2:11:15	0:01:23	2:11:50	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090375	0:00:04	0:00:31	0:00:07	5:15:11	0:00:01	5:15:53	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090373	0:00:07	0:00:32	0:00:08	5:21:08	0:00:03	5:21:55	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090333	0:00:04	0:00:31	0:00:02	4:52:41	0:00:00	4:53:18	RR DONNELLEY - LOGAN
7-May	Up to 100k	2:00:00	00090327	0:00:06	0:00:31	0:00:07	4:51:00	0:00:02	4:51:44	RR DONNELLEY - LOGAN

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
10-May	Over 10M	2:00:00	PDFW1752	0:06:40	0:20:39	0:00:08	4:06:13	0:39:30	4:33:40	PB PRESORT SERVICES INC - DFW
11-May	Up to 10M	2:00:00	PDFW1758	0:05:34	0:18:07	0:00:11	5:47:40	0:00:00	6:11:32	PB PRESORT SERVICES INC - DFW
12-May	Up to 10M	2:00:00	PRDG9114	0:05:07	0:26:18	0:12:15	9:23:48	0:00:00	10:07:28	PB PRESORT SERVICES INC - RDG
12-May	Up to 5M	2:00:00	QG8CJL04	0:01:49	0:02:51	0:00:05	6:05:20	0:00:00	6:10:05	QUAD/GRAPHICS-SUSSEX
12-May	Up to 100k	2:00:00	AO6Z7V1	0:00:03	0:00:31	0:00:08	6:00:21	0:00:00	6:01:03	SPREAD THE NEWS, INC.
14-May	Up to 10M	2:00:00	PDFW1777	0:05:55	0:18:36	0:00:10	2:49:33	0:28:32	3:14:14	PB PRESORT SERVICES INC - DFW
14-May	Up to 100k	2:00:00	00092061	0:00:28	0:00:32	0:00:05	2:04:57	0:00:02	2:06:02	RR DONNELLEY - LOGAN
14-May	Up to 10M	2:00:00	PRDG9122	0:04:59	0:19:02	0:00:06	2:17:22	0:14:13	2:41:29	PB PRESORT SERVICES INC - RDG